DEPARTMENT OF HUMAN SERVICES

Telehealth Options

Get Health Care from Home

You do not always have to come in person to get care. Members of Minnesota Health Care Programs (MHCP) can get many health care services from home using their phone or computer. This is called ***telehealth***. It is real medical care from a licensed provider. Telehealth helps you get care without traveling or sitting in waiting rooms.

What is telehealth?

Telehealth means talking to your healthcare provider using either of the following:

- A video call on a phone, tablet or computer
- A phone call without video

You can be at home. Your provider can be in the clinic or at home.

Phone visits are OK

Phone visits are ok and covered through June 30th, 2027.

Phone visits are allowed when:

- You have an appointment, and care can be given safely by phone.
- You need mental health or substance use help right away.

Your privacy is protected

Telehealth visits are private and include the following:

- Your health information is protected by law.
- Providers must use secure systems.
- You do not need special equipment.
- You do not have to pay for an app or technology.

What care can be done by telehealth?

Many services can be done by video or phone, such as:

- Regular checkups and follow ups
- Mental health care
- Substance use treatment
- Nutrition and diabetes education
- Help to quit smoking

If a service is covered in person, it is usually covered by telehealth. Some services require in-person visits. Example of in-person visits include immunizations, cancer screenings and physical exams. Talk to your provider to see what services they can offer via telehealth.

Child and Teen Checkups (C&TC)

Child and Teen Checkups help children grow healthy. Some parts can be done via telehealth, and some parts must be done in person, like immunizations. You can start with a telehealth visit and finish the rest in person later.

Help Is Available

If you are nervous or unsure, you can still reach out. Call your clinic, healthcare provider or health plan for help setting up a telehealth visit. They can help you understand your options and what care can be done from home.